GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:4127
ANSWERED ON:23.12.2015
Train Services Affected by Floodus
P. Shri Nagarajan

Will the Minister of RAILWAYS be pleased to state:

(a) the number of train services affected during recent floods in Tamil Nadu;

(b) whether special centres have been set up for cancellation of tickets and refund of fare;

(c) if so, the details thereof and if not, the reasons therefor; and

(d) the other steps taken by the Railways to facilitate cancellation/refund of ticket fare of passengers stranded in Chennai and other places due to recent flood?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)
(a) As per figures obtained from Southern Railway, 582 Mail/Express trains were cancelled, 12 Mail/Express trains diverted and 25 Mail/Express trains short terminated during the recent floods in Tamil Nadu.

(b) Yes, Madam.

(c) & (d) Provision was made in the passenger reservation system (PRS) to allow refund for a period of 5 days instead of the normal 3 days for trains cancelled on 4th to 6th of December 2015. Manual refund was also allowed where trains were partially terminated/cancelled. 'E' ticket holders got automatic refund through online in case of cancellation of trains.
Besides this, for the benefit of passengers who were not able to come to the station due to the floods during this period, extension of time limit for obtaining TDR was extended from 3 days to 10 days and for submission of application to CCM/Refunds/Southern Railway, from 10 days to 30 days.
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